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LOS ANGELES COUNTY

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To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.



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October 17, 2011

TO: Each Supervisor

FROM: Mitchell H. Katz, M.D.
Director

SUBJECT: **REQUEST TO AMEND AN INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER TO ASSIST THE DEPARTMENT OF HEALTH SERVICES (DHS) TO IMPLEMENT VIRTUALIZATION TECHNOLOGIES ASSOCIATED WITH THE DEPARTMENT'S DATA CENTER OPERATIONS**

This is to notify you of my intent to request the Internal Services Department (ISD) to amend ITSSMA Work Order 05-2279 with Software Information Systems, LLC, in order to increase the total maximum dollar amount and extend the Work Order for 12 months. This amendment will increase the dollar amount by \$225,504 to a grand total of \$476,064. The objective of this Work Order is to maintain the services of a Consultant in order to assist DHS to provide technical support for the implementation of virtualization technologies associated with the department's Data Center Operations.

In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

Due to severe and unsustainable environmental challenges associated with DHS IT Data Center 1 operations, located within 313 N. Figueroa and 5555 Ferguson facilities, it is necessary that Data Center Operations significantly and aggressively address the immediate reduction of physical servers located within these data centers. Virtualization technologies will enable the transition of physical servers (physical machines) to virtual servers thereby reducing the heating and cooling required to support mission critical equipment.

DHS, in concert with the Office of the Chief Executive Officer and the County Chief Information Officer, is aggressively reviewing options to migrate into a viable data center environment, however, it is necessary to immediately reduce the dependency on cooling and power resources within the existing environment. The implementation of virtualization technology

for existing systems and services will prepare DHS IT to more effectively operate within the current environment as well as perform an optimal migration to the new Martin Luther King, Jr. Data Center. This effort is part of the data center migration and recovery project. The implementation of virtualization technologies will also allow DHS to work toward the County IT Strategic direction of "Server Consolidation," to provide opportunities to consolidate data centers to achieve efficiencies and maximize scarce technical and management resources.

SCOPE OF WORK

The scope of work will include the following:

1. Set up processes and procedures for the installation, monitoring, and management of virtual machines and shared storage environment. (In progress)
2. Conduct analysis, design, and implementation of a VMware infrastructure environment and planning necessary to develop processes to identify servers that can be virtualized. (Completed)
3. Provide knowledge transfer and training on VMware infrastructure set up and management to appropriate Full-Time Equivalents (FTEs). (In progress)
4. Provide written documentation of all processes and procedures, modifications, testing, maintenance, recommendations, installation and implementation of original and or previous implementations of the VMware infrastructure environment. (In progress)
5. Design and architect future implementation of VMware infrastructure. (Completed)
6. Migrate physical servers into the VMware infrastructure environment. (In progress)
7. Install and configure storage devices and corresponding software. (Completed)
8. Implement and maintain an integrated SAN solution and disaster recovery process for enterprise applications. (In progress)
9. Systems management and administration of Linux and Windows Operating Systems. (In progress)
10. Conform all designs and implementations to existing County policies and procedures, including change management, security hardening requirements, etc. (In progress)

JUSTIFICATION

DHS continues to lack the resources, the body of knowledge, and experience levels necessary to implement, maintain and evaluate the VMware infrastructure. This Department will not request any additional amendments to extend the term or increase the funding for this Work Order

beyond this extension request. This work will be completed at the end of this agreement. The services of this consultant or any other consultant will not be required.

FISCAL IMPACT

Pricing will be based on a time and materials basis and the hourly rate will remain the same. This amendment will add \$225,504 and increase the existing cost from \$250,560 to a maximum dollar amount of \$476,064. The funds are currently in the Fiscal Year 2011-2012 DHS IT final budget.

CLOSING

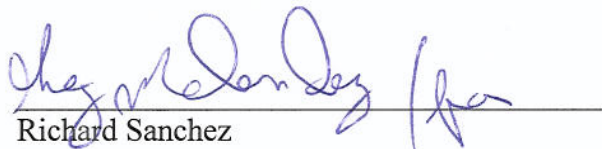
Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to proceed with this Work Order. If no objection is received from your Board in ten (10) business days upon receipt of this Board notification, we will request ISD to proceed with the amendment of this Work Order.

If you have any questions or require additional information, please let me know.

MHK:gc

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Chief Information Office
Internal Services Department

REVIEWED BY:


Richard Sanchez
Chief Information Officer

10/25/2011
Date